# NY.gov ID

How-To Guide for Clients to Obtain NY.gov ID Account Information



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### **Overview**

NY.gov ID is an online service that allows you to use your Login ID and password to sign in securely to NY.gov ID participating government online services. With a NY.gov ID:

- You can sign into government participating sites using your NY.gov ID username and a single password so you don't have to remember a different Login ID and password at every website.
- You don't need to enroll for a Login ID and password at each new site you visit
   simply use the Login ID and password that you enrolled as your NY.gov ID to sign into any participating government site or service.

To protect your data, the PSYCKES Help Desk uses your proof of identity and NY.gov ID username to securely allow access to your treatment information.

## Create a NY.gov ID Account

To create a NY.gov ID account, please follow the instructions shown below:

Go to <u>https://my.ny.gov/LoginV4/login.xhtml</u> and select "Create an Account" (Figure 1).

🔒 NY.GOV ID	)
Secure Access to New York State S	ervices
Username	
Password	
Sign In	
Sign In Forgot Username? or Forgot Passwo	ord?
Sign In Forgot Username? or Forgot Passwo Create an Account	ord?
Sign In Forgot Username? or Forgot Passwo Create an Account Need help? <u>Get Assistance</u>	ord?

Figure 1. Create an Account

2. Next, select "Personal" as the account type (Figure 2).



Figure 2. 'Personal' Account

3. Review the information and steps on the screen. Then, select "Sign Up for a Personal NY.gov ID" (Figure 3).

Obtain an NY.gov ID Personal User Account
Personal NY.gov ID - Allows you to access online services that require your verified identity where you are acting in an individual capacity (i.e. Not as a business).
Getting Started
Registering for a Personal NY.gov ID is a two part process.
1. NY.gov ID Self Registration
Online Registration consists of 3 steps. Use the 'Next' and 'Continue' buttons at the bottom of each page to move through the steps.
i. Enter basic user information (along with a valid email address) and select a User ID.
ii. Confirm basic user information is correct.
iii. Finish the online registration.
2. Email Activation
u have finished the create steps above, please check your email and click on the link inside. Once you have clicked on the link, you will be prompted to set your password, and select 3 security questions & a
Sign Up for a Personal NY.gov ID

Figure 3. Sign Up for a Personal NY.gov ID

- 4. Next, enter your account information and click 'Continue'. The following details are required: First Name, Last Name, Email, Confirm Email, Create a Username (Figure 4).
  - a. Username requirements:
    - i. must be between 4 and 128 characters long
    - ii. can contain alphanumeric characters
    - iii. can contain the symbols @ \_ and .
    - iv. cannot contain spaces

	(	Create an Accou	nt
	Etap 1	O Stop 2	O
	Step 1	Step 2	Step 5
To confirm you compliance w <u>our Privacy Po</u>	ur identity, you will need ith applicable laws, regu <u>blicy</u>	to provide some personal info lations and policies and will no	rmation. Your information will be used in t be used for marketing purposes. <u>Read</u>
Account I	nformation		
First Name			
John			
Last Name			
Smith			
Email			
JOHN.SMIT	H@MAINCITY.COM		
Confirm Em	ail		
JOHN.SMIT	H@MAINCITY.COM		
Mobile Pho	ne Number <i>(Optione</i>	al)	
Create a Us	sername		
John1234			
		Continue	

Figure 4. Account Information

5. You will then need to confirm the information you've entered is correct. If any information needs to be updated, select the 'Back' button. If the information appears correctly, select 'Create Account (Figure 5).

Create	e an Account
O Step 1	Step 2 Step 3
<b>Review Your Information</b> Use the back button if any edits are nee	eded.
Username:	John1234
First Name:	John
Last Name:	Smith
Email:	john.smith@maincity.com
Mobile Phone Number:	
Date of Birth (MM/DD/YYYY): (	01/01/1900
Resid	dential Address
Street Address:	123 Main Street
Apt, suite, floor, etc:	
City:	Main City
State:	NY
Zip Code:	11111
Back	Create Account

Figure 5. Confirm Information

6. You will then be brought to a confirmation screen, letting you know that an email with your activation link has been successfully sent to your email address on file (Figure 6).



Figure 6. Confirmation Screen

7. Once you locate your activation email, select the 'click here' hyperlink or the hyperlink URL at the bottom of the email, to activate your account (Figure 7).



Figure 7. Activation Link

8. After you select the activation link, you will be prompted to create 3 security questions and answers (Figure 8). Once completed, select 'Continue'.

	Secret Questions	
stes required field		
Question 1		
/hat was the name of my first pet?		~
nswer		
Confirm Answer		
•••		
Juestion 2		
elect One		~
elect One		
/hat was the name of my first pet?		
hat was my first grade teacher's last name?		
nat is the first name of my childhood best friend? /hat was your childhood phone number including area code (eg. 555-555-1212)?		
hat is your oldest cousin's first and last name?		
(hat is your maternal grandmother's maiden name?		
/ho was your first employer?		
/hat are the last 5 digits of your favorite rewards card?		
/hat is your spouse's mother's maiden name?		
/hat was the first concert you ever attended?		
/hat was your favorite comic book /cartoon character as a child?		
/hat band poster did you have on your wall when you were in high school?		
/hat was the name of your supervisor or boss on your first paid job?		
<u>(hat is</u> your favorite TV show?		
Confirm Answer		
	Continuo	
	Conunue	

Figure 8. Secret Questions

9. You will then see a confirmation that you have successfully saved your secret questions and answers (Figure 9). Select 'Continue'.



Figure 9. Secret Question Confirmation

- 10. You will then be prompted to create and confirm your new password (Figure 10). Once completed, click 'Continue'.
  - a. NOTE: Your password must contain the following:
    - i. At least 1 digit
    - ii. At least 1 alphabetic character
    - iii. A minimum of 14 characters

STATE
my.ny.gov NY.GOV ID
NY.gov ID ACTIVATION
Password must contain at least 1 digit, 1 alphabetic, and minimum 14 characters.
* Indicates required field New Password*
Confirm Password*
Continue

Figure 10. Create Your Password

11. You will then receive a confirmation that your password has successfully been set (Figure 11).



Figure 11. Password Confirmation

## Forgot Username

If you have forgotten your NY.gov ID username, please follow the instructions below:

Go to <u>https://my.ny.gov/LoginV4/login.xhtml</u> and select "Forgot Username?" (Figure 12).

	RY.GOV ID Secure Access to New York State Services Username Password
	Sign In
	Forgot Username? or Forgot Password?
1	Create an Account
	Need help? Get Assistance
	This site is protected by reCAPTCHA and the Google <u>Privacy Policy</u> and <u>Terms of</u> <u>Service</u> apply

Figure 12. Forgot Username

- 2. You will then be brought to the "Forgot Username Self Service" screen. Here you are required to enter in the following information:
  - a. First name
  - b. Last name
  - c. Email address

Once completed, click "Email me the Username" (Figure 13)

FORGOT USERNAME SELF SERVICE	
Please enter all the fields below and click on the 'Email me the Username' button. Any Username(s) matching the combination of First Name, Last Name and Email will be emailed to the email a	address provided.
🔒 NY.GOV ID	
* indicates required field	
First Name*	
First Name	
Last Name*	
Last Name	
Email*	
Email	
Email me the Username	
This site is protected by reCAPTCHA and the Google <u>Privacy Policy</u> and <u>Terms of</u> <u>Service</u> apply.	

Figure 13. Forgot Username Self Service

3. Two scenarios are described below based on if you do, or do not, currently have a username:

#### a. If you do have a NY.gov ID username:

i. You will see a confirmation message stating that your username(s) have been sent to the email on file (Figure 14).

VORK STATE
my.ny.gov NY.GOV ID
(i) An email containing your Username(s) has been sent to the email address we have in our system. Please check your junk mail filters/folders in case the email from NY.govID@its.ny.gov has been blocked.

Figure 14. Confirmation of Username Email Sent

#### b. If you do not have a NY.gov ID username:

- i. You will see the message in red stating "No Username found for the data entered below" (Figure 15).
- ii. If you do not have a username, follow the steps above in the "Create a

NY.gov ID Account" section of this guide.



## Forgot Password

If you have forgotten your NY.gov ID account password, please follow the instructions below:

1. Go to <u>https://my.ny.gov/LoginV4/login.xhtml</u> and select "Forgot Password?" (Figure 16).

	NY.GOV ID	
Secure Acce	ess to New York State Serv	ces
Username		
Password		
	Sign In	
Forgot Usern	Sign In	2
Forgot Usern Create an Ac	Sign In name? or <u>Forgot Password?</u> count	
Forgot Usern Create an Ac Need help? <u>G</u>	Sign In name? or Forgot Password? count Get Assistance	

Figure 16. Forgot Password

- 2. You will be brought to the "Forgot Password Self Service" screen. Here you are required to enter your NY.gov ID username (Figure 17).
  - a. **NOTE**: If you're unsure of what your NY.gov ID username is, follow the steps above in the "Forgot Username" section of this guide.

	FORGOT PASSWORD SELF SERVICE
To reset your pa	assword, please enter valid user name and click on the Continue button.
	RY.GOVID Secure Access to New York State Services 'indicates required field Username* Username
	Continue
	This site is protected by reCAPTCHA and the Google <u>Privacy Policy</u> and <u>Terms of Service</u> apply.

Figure 17. Forgot Password Self Service

3. Next, you can select from the following options to reset your password (Figure 18):

#### a. Reset by answering shared secret questions

i. This option will allow you to set a new password after correctly answer your shared secret questions

#### b. Reset using email

i. This option will allow you to reactivate your account by entering three new shared secrets and setting a new password

FORGOT PASSW	ORD SELF SERVICE
Choose how you would	like to reset your password.
Select one reset option	
<ul> <li>Reset by answering shared secret questions</li> </ul>	○ Reset using eMail
Selecting shared secret option will allow you to set a questions correctly.	new password after answering your shared secret
Selecting email option will allow you to reactivate yo enter three new shared secrets and set a new passwo	ur account. During this process you will be asked to ord.
	Cancel

Figure 18. Reset Password Options

- To reset your password by answering your shared secret questions, you will need to:
  - Enter the answers into your shared secret questions and click "Continue" (Figure 19)

FORGOT PASSWORD SELF SERVICE
To reset your password, please enter the answer(s) to your shared secret question(s) and click on the Continue button.
* Indicates required field
1.* What is the first name of my childhood best friend ?
2.* What was the name of my first pet ?
3.* What is your maternal grandmother's maiden name ?
Continue Cancel

Figure 19. Reset by Answering Shared Secret Questions

 If you have answered your shared secret questions correctly, you'll receive a confirmation. Click "Continue" (Figure 20).



Figure 20. Select Continue to Reset Password

- Next, enter in a new password. Your password must have:
  - At least 12 characters
  - 1 digit
  - 1 alphabetic character.

Once you've entered in your new password and confirmed your new password, click "Continue" (Figure 21).

FORGOT PASSWORD SELF SERVICE
Password must contain at least 1 digit, 1 alphabetic, and minimum 14 characters.

Figure 21. Create New Password

You'll then see a confirmation message that your new password has been set.
 Click "Continue" to proceed back to the NY.gov ID login screen (Figure 22).



Figure 22. Password Reset Confirmation

- > To reset your password using email, you will need to:
  - Look for an email in your Inbox/Junk/Spam folders from <u>NY.govID@its.ny.gov</u> (Figure 23)



Figure 23. Reset Password Using Email

• This email will contain a link to continue the activation process (Figure 24).

Information you requested from New York State		_	52
		6	Ľ
NY.govlD@its.ny.gov	☆ ☺	¢	:
STATE OF OPPORTUNITY. NY.gov ID			
This email was sent in response to your "Forgot Password" request.			
Dear John Smith,			
This email was sent in response to your "Forgot Password" request. If you DID NOT make the request, you may disregard this email.			
By selecting forgotten password you have begun the account reactivation process. For security reasons you will be asked to complete two steps. First, establish three new shared secrets and second, create a new password. Once you have steps your account will be reactivated.	e complete	d these	1
Please click here to reactivate your account. Please do not close out of the browser while completing the account activation.			
If the above link does not work please copy and paste the below URL into your browser.			
https://my.ny.gov/FPSV4/reset.xhtml?rid=7c4d2ab9-c7c6-4b19-836e-0b7d73770bef&nygovidlang=en			
NOTE: The above link is valid for only 24 hours.			
Thank you New York State			

Figure 24. Reset Password Email

• The activation process includes creating 3 new shared secret questions/answers and setting a new password (Figures 25 & 26).

Secret Questions	
* Indicates required Red	
*Question 1 What was the name of my first pet?	~
*Answer ···· *Confirm Answer ····	
*Question 2	
Select One What was the name of my first pet? What was the name of my childhood best friend? What is the first name of my childhood best friend? What is the first name of my childhood best friend? What is your childhood phone number including area code (eg. 555-555-1212)? What is your childhood phone number including area code (eg. 555-555-1212)? What is your childhood phone number including area code (eg. 555-555-1212)? What is your atternal grandmother's maiden name? What is your favorite rewards card? What is your spouse's mother's maiden name? What is your spouse's mother's maiden name? What was the first concert you ever an ethende? What was your favorite comic book /cartoon character as a child? What was your favorite comic book /cartoon character as a child? What was the name of your supervisor or boss on your first paid job? What was the name of your supervisor or boss on your first paid job? What was readed to the supervisor or boss on your first paid job? 'Confirm Answer	
Continue	

Figure 25. Select New Secret Questions

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<b>F</b> Password mu	ORGOT PASSWORD SELF SERVICE st contain at least 1 digit, 1 alphabetic, and minimum 14 characters.
	* Indicates required field New Password*
	Confirm Password*
	Continue

Figure 26. Reset Password